

WELLAND HYDRO-ELECTRIC SYSTEM CORP.

Requires a Billing Specialist

Welland Hydro-Electric System Corp. (WHESC) is a progressive electric distribution utility delivering electricity in a safe & reliable manner while maintaining a high quality of service to meet the needs of our 26,000+ customers within the City of Welland.

Reporting to the Billing & Customer Service Supervisor, the Billing Specialist ensures the accurate and timely billing of customer accounts in compliance with regulatory and internal requirements. The role supports vendor-managed billing operations, CIS upgrades, and month-end settlement reporting while managing arrears, bad debt activities, and the processing of daily banking transactions. As a key member of the Billing and Customer Service team, this position contributes to the organization's financial integrity, regulatory compliance and overall customer satisfaction.

Main Responsibilities:

- Assist in the oversight of vendor-managed billing activities for all customer classes, ensuring bills are calculated accurately and issued in a timely manner.
- Support the management, testing, and implementation of Customer Information System (CIS) upgrades and system changes.
- Post daily banking transactions and manage pre-authorized payment (PAP) file transmissions to the bank.
- Process daily cheque deposits through remote deposit banking software.
- Complete month-end closing activities within the CIS.
- Administer the Arrears Management Program and other related collection processes to effectively manage and reduce bad debt.
- Assist in the preparation and submission of monthly IESO 1598 settlement reports.
- Serve as a backup to the Billing & Customer Service Supervisor during absences.
- Respond to customer billing and non-payment disconnection inquiries with professionalism, ensuring adherence to internal policies and regulatory requirements.
- Review and reconcile customer equal payment plans in accordance with Ontario Energy Board (OEB) requirements.
- Perform other related duties as assigned.

Qualifications & Requirements:

- Post-secondary diploma in Business, Accounting or related discipline.
- 3-5 years of progressive experience in the electricity distribution sector, with a focus on utility billing systems and regulatory compliance.
- Advanced analytical and problem-solving skills with attention to detail and accuracy.
- Proficiency in Microsoft Office, particularly Excel.
- Excellent communication and customer service skills, with the ability to resolve complex inquiries professionally.

Applicants are invited to submit a detailed resume outlining qualifications, in confidence by 12:00 p.m. Friday, November 7, 2025, to:

careers@wellandhydro.com

Subject: Billing Specialist

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Please advise if any accommodations are required to process an application for the advertised position as per the Accessibility Act. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, all information is collected under the authority of the Municipal Act, 2001 and will only be used during the selection process for the subject posting.